



Secretary's Report – Kiama Show Society (2026)

Overview

The 2026 Show year marked my first full year operating independently in the Secretary role. This period provided the opportunity to consolidate processes, implement improvements, and support the Society through another year of growth in membership, entries, and operational complexity. The Committee's support and willingness to embrace new technology has been instrumental in enabling these improvements.

Membership Summary

Membership numbers for 2026 reached 495 unique members, with an estimated 10–15 additional unlisted family members due to system limitations.

Year-on-Year Comparison

Year	Membership	Change	% Increase/Decrease
2025	441	–	–
2026	495	53	10.7% increase

Membership Improvements and Learnings

- Built a payment API enabling Showday Online to process payments directly into the Society's bank account.
- Manually migrated all membership data from TidyHQ, allowing the Society to downgrade its plan while retaining historical records.
- Achieved a financial saving of \$316, with \$43.32 remaining as credit on the TidyHQ account.
- Implemented a firm 31 December membership deadline, enabling armbands to be mailed by 4 January 2026 which resulted in only 3 lost in mail enquiries which were solved in week leading up to show.
- Progressed toward future QR-code ticketing and gate collection, pending community adoption of Showday profiles.
- Now data is migrated more capacity is available to promote membership, the process and the cut off date. Approximately 20% of the membership base is due for renewal in 2027 so this will be an incredibly important focus to maintain the year on year growth.
- With Life Members we appreciate many want to pay a membership fee, however with the new technology it doesn't work hence recommend this becomes a donation.
- Recommendation all paper membership forms are removed in 2026-2027 and anyone having trouble can be processed and invoiced directly.

Technology and Process Improvements

Committee Management Meetings

- Introduced a reporting/pre-read form, automating collation and saving approximately 9 hours of preparation time over the year.
- Applied the same system to end-of-show reports and the February fast-follow meeting.

GME Radios

- Successfully deployed 20 handheld GME radios, improving communication and reducing unnecessary movement.
- Radios provided immediate support for security and first aid.
- Recommendation: purchase 5–10 additional lower-watt radios for the horse parking and horse ring areas.

iPads and Digital Judging

- Introduced two iPads enabling digital judging in the Pavilion.
- Improved certificate turnaround time and reduced manual labour through perforated certificate stock.
- iPads were also used as Point of Sale terminals during the Show.
- Recommendation: consider purchasing two additional iPads, pending a review of Square terminal requirements.

Volunteers and Risk Management

Volunteer Registration

- Introduced an online volunteer registration system as a proof of concept.
- Reduced paper handling and improved emergency readiness through centralised contact information.

Risk Management

- Introduced an induction handbook.
- Strengthened sign-on and sign-off processes.

Security and First Aid

- Increased resources and extended hours to ensure full coverage.
- Lead point equipped with a KSS radio worked effectively.
- Recommendation: engage one additional guard from 3–9pm to manage alcohol-related risks.

Operational Reflections and Recommendations

Despite the success of the Show, the operational strain on the Secretary role was significant. Due to workload and the need to be available across multiple areas, I was unable to experience any part of the Show, and I know I wasn't alone. This is not a sustainable expectation for any Committee Member and something that should be considered in the resource planning for the 2027 event.

Recommendations for 2027 (already in progress)

- Review the remit of each Chief Steward to ensure responsibilities are appropriately distributed.
- Consider assigning the Chief Pavilion Steward to manage the front office during Show days.
- Acknowledge that the Secretary role is challenging for anyone working full-time with limited leave.

Acknowledgements

I thank the Committee for their support throughout the year, particularly in embracing new systems and technologies that reduce manual workload – I know change isn't easy to accept. I also extend personal thanks to my partner for their support during a challenging year.

Emma Howard
Secretary